



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Patient Registration

Announcement and Agenda

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Office of Information Technology (OIT)
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1.0 General Information

1.1 Purpose of Training

The RPMS Introduction to the Patient Registration Application course is designed to teach the new Patient Registration user the fundamentals of the application including: adding a new patient, editing an existing patient file, entering information necessary for billing, and printing routine reports. The course additionally includes vital information for Patient Registration personnel such as the team approach to the revenue generation cycle and customer service proficiency.

The training consists of lecture with PowerPoint presentations, demonstration of the tool, and hands-on exercises using individual computer terminals and a simulated training database.

1.2 Prerequisites

None

1.3 Intended Audience

This class will benefit personnel new to the Patient Registration application including the following:

- Patient Registration / Admitting Staff
- Benefits Coordinators
- Billing staff
- Business Office Managers
- Health Information Management Supervisors

1.4 Course Material and References

1.4.1 At the IHS FTP Site

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/rpms-training/PatientRegistration/>:

- Course Agenda (this document)
- MSP Class Questionnaire
- Day 1 Presentation
- Day 2 Presentation

- Other Patient Data Page10
- AG Error Code Listing
- Correcting Patient Registration Errors
- Error Code List
- Blood Quantum Calculations
- Glossary of Terms
- Revenue Operations Manual Glossary
- IHS Policy Part 2 Chapter 6
- Federal Register of Recognized Tribes
- Editing an Embossed Card
- Overview of Pages 6-10
- Temporary Chart Numbers

1.4.2 At the IHS Website

- BMW User Manual
http://www.ihs.gov/RPMS/PackageDocs/BMW/bmw_010u_overview.pdf
- User Manual for Patient Registration Module
http://www.ihs.gov/RPMS/PackageDocs/BMW/bmw_010u_registration.pdf

1.4.3 Resources on Other Websites

- MSP Fact Sheet and Medicare Fact Sheet
http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/msp_fact_sheet.pdf
- Medicare Other Health Benefits
<http://www.medicare.gov/Pubs/pdf/02179.pdf>

2.0 Learning Objectives

At the completion of this session the participant will be able to:

1. Add a new patient in the Patient Registration application
2. Edit an existing patient in the Patient Registration application
3. Add/Edit patient information in the Patient Registration GUI application
4. Explain the reasons that accuracy in the Patient Registration application is imperative
5. Generate and print necessary reports
6. Demonstrate key customer service skills

3.0 Detailed Agenda

3.1 Day 1

Topic	Duration
Welcome: <ul style="list-style-type: none"> • Introductions • Day One Learning Objectives, Agenda, Training Materials • Identify Participant Needs and Expectations 	15 min.
Pre-Test:	15 min.
Patient Registration Overview <ul style="list-style-type: none"> • RPMS Manual • Patient Registration Addendums 	30 min.
Patient Registration RPMS Policies <ul style="list-style-type: none"> • IHS Manual Part Two • HIPPA • Notice of Privacy Practices • Request for Restrictions • Authorization for Use or Disclosure • DOI List of Recognized Tribes • Contract Health Service Delivery Areas 	
Break	15 min.
Patient Registration in Relation to the IHS Revenue Cycle	30 min.
Overview of Patient Registration Functionality <ul style="list-style-type: none"> • Menu Options (Hands-on) • Structure (Hands-on) 	45 min
Lunch	60 min.
Pages One to Four (Demonstration and Hands-On) <ul style="list-style-type: none"> • Page 1 Eligibility/Identifiers Page • Page 2 Religion/Tribal Data/Employment • Page 3 Emergency Contact/Next of Kin • Page 4 Insurance Summary Page 	30 min.
Adding a New Patient (Demonstration and Hands-On)	60 min
Editing a New Patient (Demonstration and Hands-On)	30 min
Coordination of Benefits	30 min
Break	15 min.
Entering Third Party Eligibility (Demonstration and Hands-On) <ul style="list-style-type: none"> • Medicare A, B, D • Medicaid • Private Insurance • Third Party Liability • Guarantor • Workman's Comp 	60 min.
Review, Questions, and Adjourn	15 min.

3.2 Day 2

Topic	Duration
Day Two Overview: <ul style="list-style-type: none"> Day One Review and Questions Day Two Learning Objectives and Agenda 	15 min.
Medicare Secondary Payer Questionnaires (Demonstration and Hands-On)	15 min.
Managing the Data in Patient Registration <ul style="list-style-type: none"> Warnings and Errors Presentation Duplicate Entries Temporary Chart Numbers 	30 min
Pages Five to Ten (Demonstration and Hands-On) <ul style="list-style-type: none"> Page 5 Benefits Coordinator Page New Applications/Prior Authorizations Page 6 Veteran Information Page Page 7 Death Information and Other Names Page Page 8 Additional Registration Information Page Page 9 CHS Eligibility and Document Summary Page Page 10 Other Patient Data Page 	45 min
Break	15 min.
Patient Registration Reports (Demonstration and Hands-On)	45 min
BMW GUI Application – Patient Entry (Demonstration and Hands-On) <ul style="list-style-type: none"> Application Overview Adding a New Patient Editing a New Patient 	15 min
BMW GUI Application – Insurance/Other Information Entry (Demonstration and Hands-On) <ul style="list-style-type: none"> Entering Third Party Eligibility <ul style="list-style-type: none"> Medicare A, B, D Medicaid Private Insurance Entering/Editing Other Registration Information 	90 min
Break	15 min
BMW GUI Application – Benefits/Prior Authorizations Overview of Benefits/Prior Authorizations	30 min
BMW GUI Application – Reports Review of Available Reports	30 min
Post Test, Evaluation and Adjourn	30 min